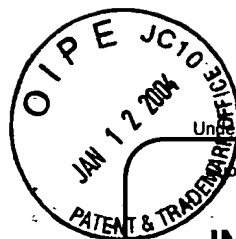


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Sheet 1 of 2

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Application Number	09/785,048
Filing Date	February 15, 2001
First Named Inventor	Mark J. Pettay
Art Unit	2645
Examiner Name	Not Known
Attorney Docket Number	PAT-008

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U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Page, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
	BT	US- 5623539	04-22-1997	Charles S. Bassenyemukasa	
	BU	US- 5414755	05-09-1995	Lawrence G. Bahler	
	BV	US- 5940476	08-17-1999	Sanford J. Morganstein	
		US-			
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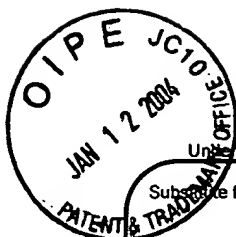
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Application Number	09/785,048
Filing Date	February 15, 2001
First Named Inventor	Mark J. Pettay
Art Unit	2641
Examiner Name	Not Known
Attorney Docket Number	PAT-008

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	BW	HILL, KIMBERLY, Autonomy Digs into Contact-Center Market, CRMDaily.com, May 20, 2003	
	BX	TWERSKY, ROY, How Speech Analytics Solutions Help Telemarketing and Contact Centers, www.utopy.com, August 11, 2003.	
	BY	SER Acquires VorTecs, Move adds CTI and Speech rec to SER's outbound capabilities, www.cconvergence.com, March 27, 2003	
	BZ	Fast-Talk and VorTecs Join Forces to Unveil New Quality Management Solution, Press Release on www.fast-talk.com, October 24, 2001	

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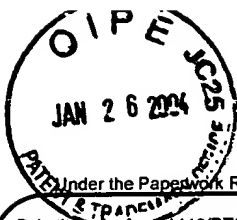
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Application Number	09/785,048
Filing Date	February 15, 2001
First Named Inventor	Mark J. Pettay
Art Unit	26455
Examiner Name	Not Known
Attorney Docket Number	PAT-008

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	CA	VOICELOG, VoiceLog Announces Web Interface for Verification Retrievals and Audio Playback, Press Release, www.voicelog.com.	
	CB	VOICELOG, VoiceLog Announces Dual Channel Recording, Press Release, www.voicelog.com, 01-04-2000.	
	CC	VOICELOG, VoiceLog Goes to the Ends of the Earth to Review Third Party Verification, Press Release, www.voicelog.com, 02-29-2000.	
	CD	VOICELOG, VoiceLog Announces Inbound that Delivers, Press Release, www.voicelog.com, 10-02-2000.	
	CE	VOICELOG, VoiceLog Announces "Pay As You Go" Call Logging, Press Release, www.voicelog.com, 06-26-2003.	
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